

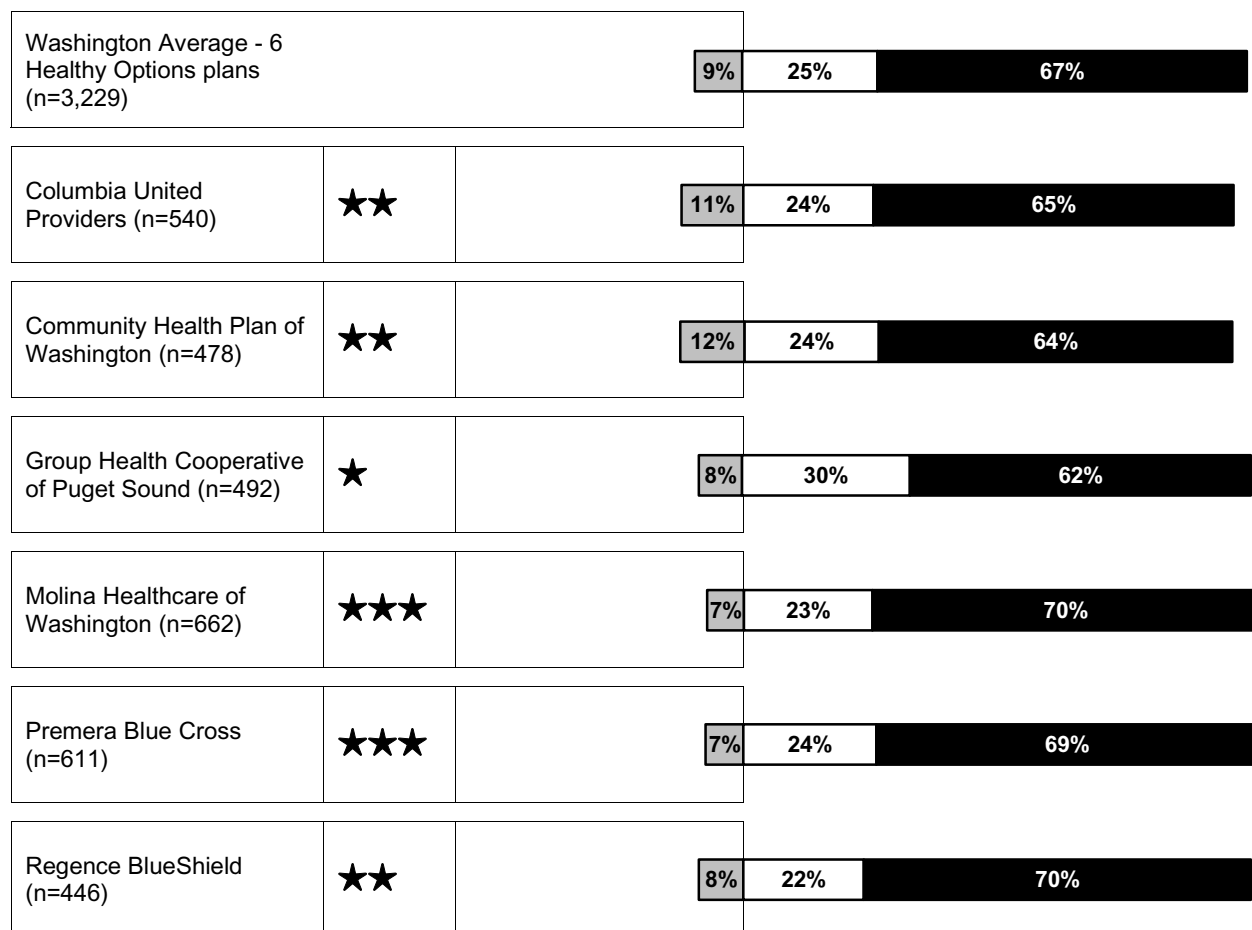
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

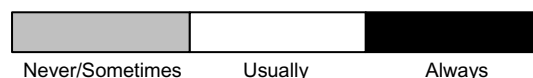
### Composite

## How Well Doctors Communicate

This chart summarizes the responses to survey questions 34, 36, 37, and 41 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

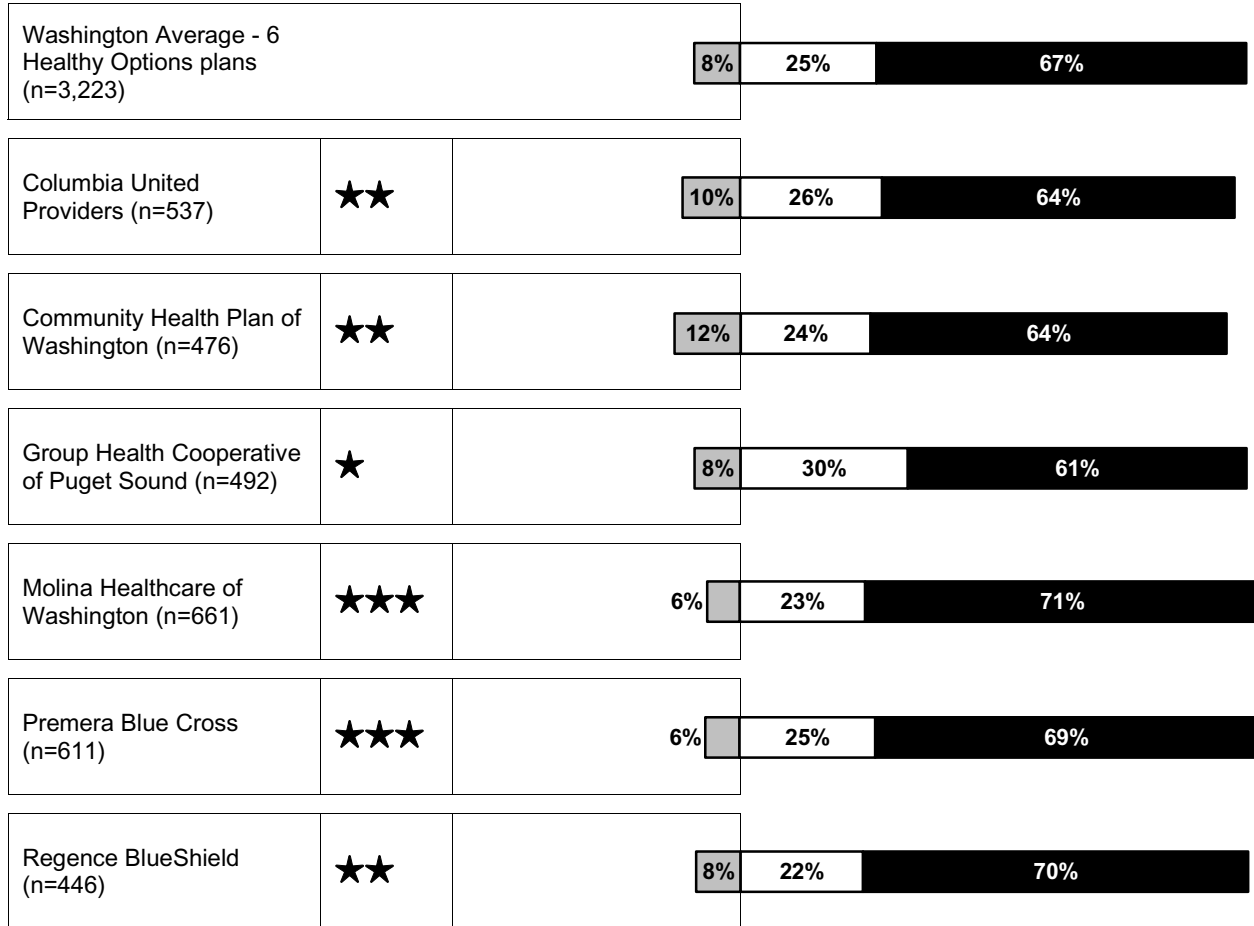
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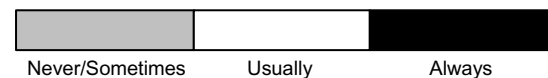
### Question 34

## How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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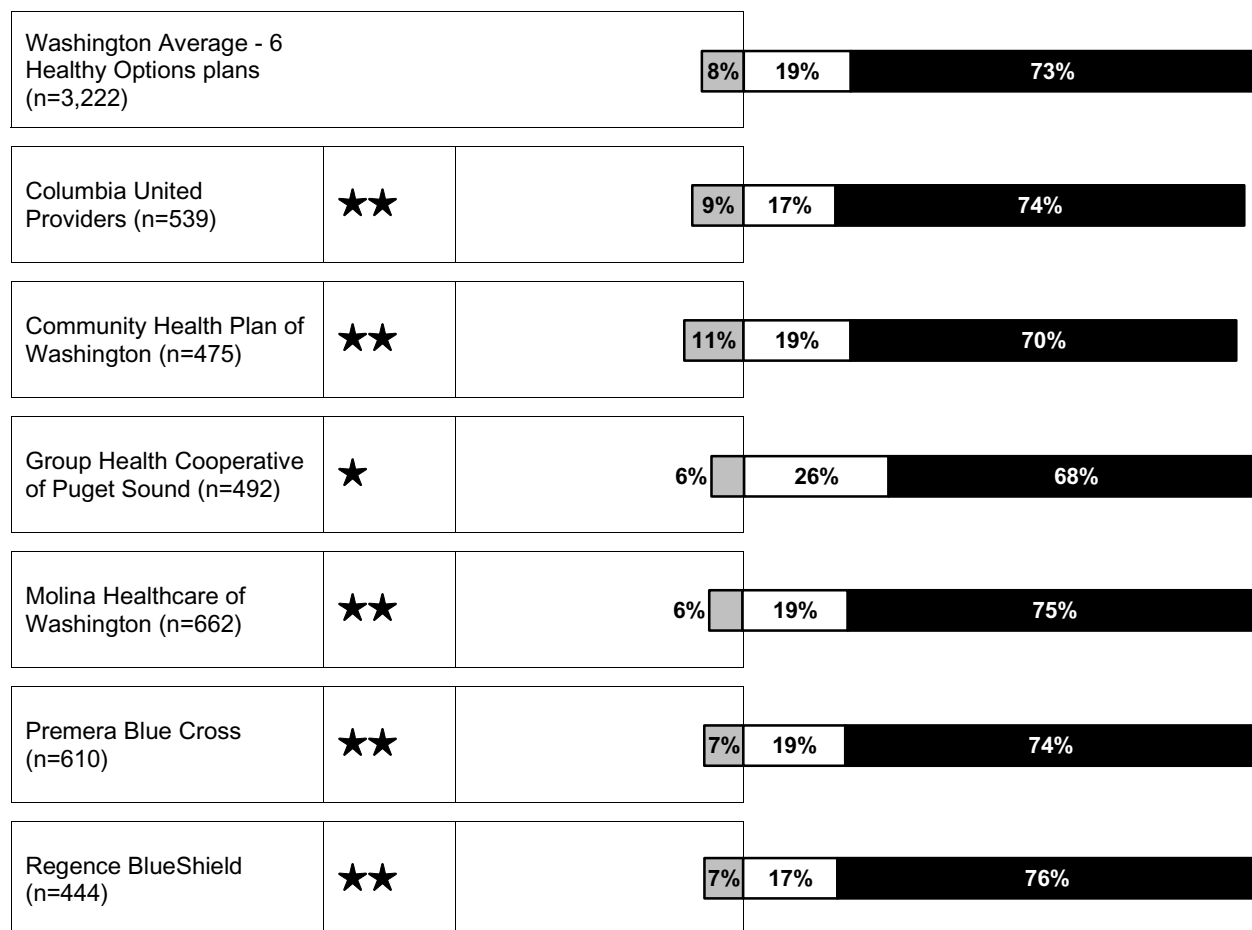
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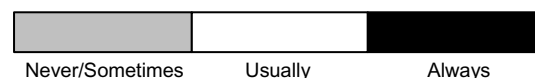
### Question 36

## How Well Doctors Communicate

Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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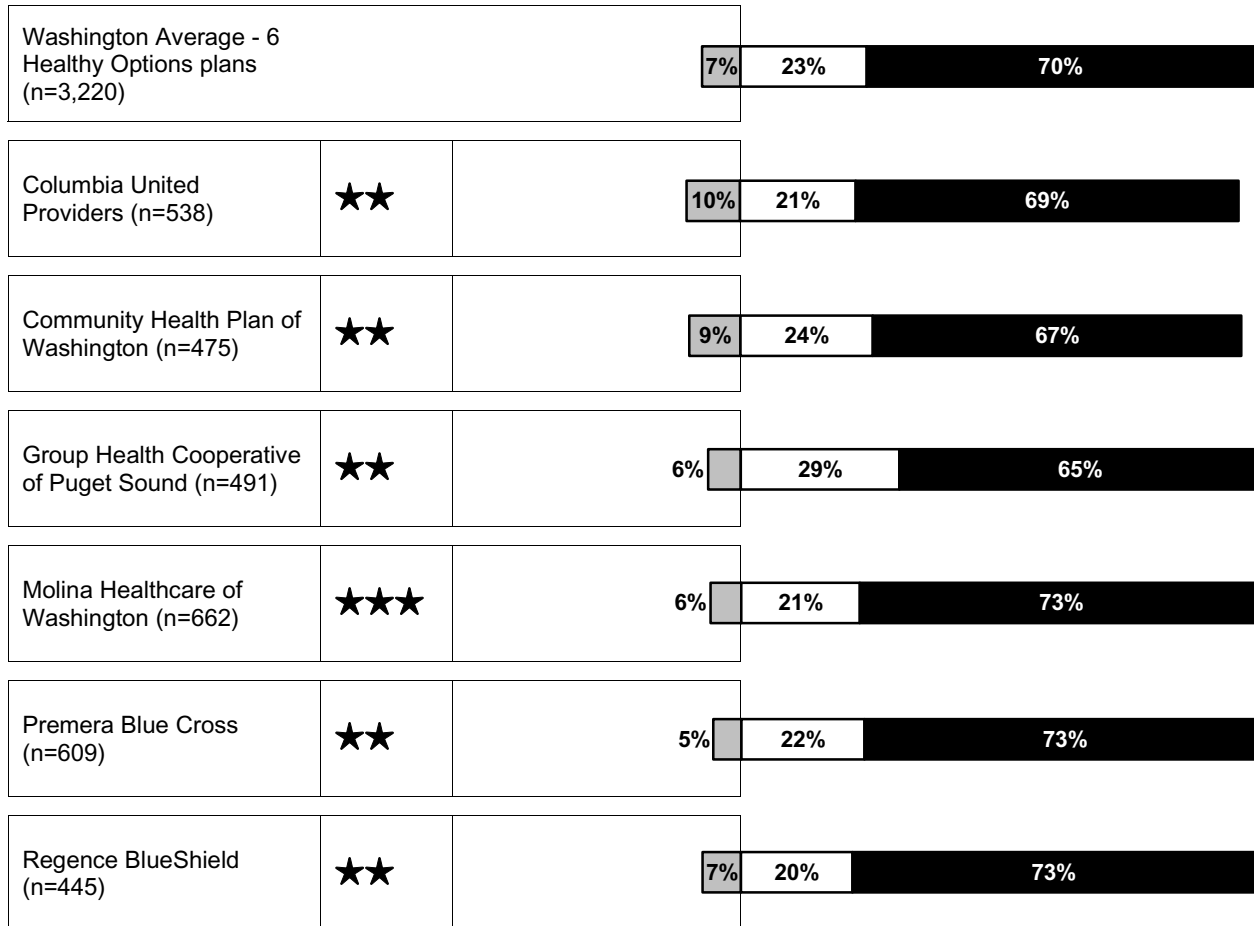
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## CAHPS® Questions

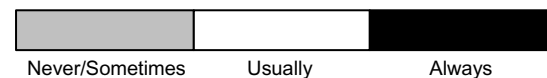
### Question 37

## How Well Doctors Communicate

Q37. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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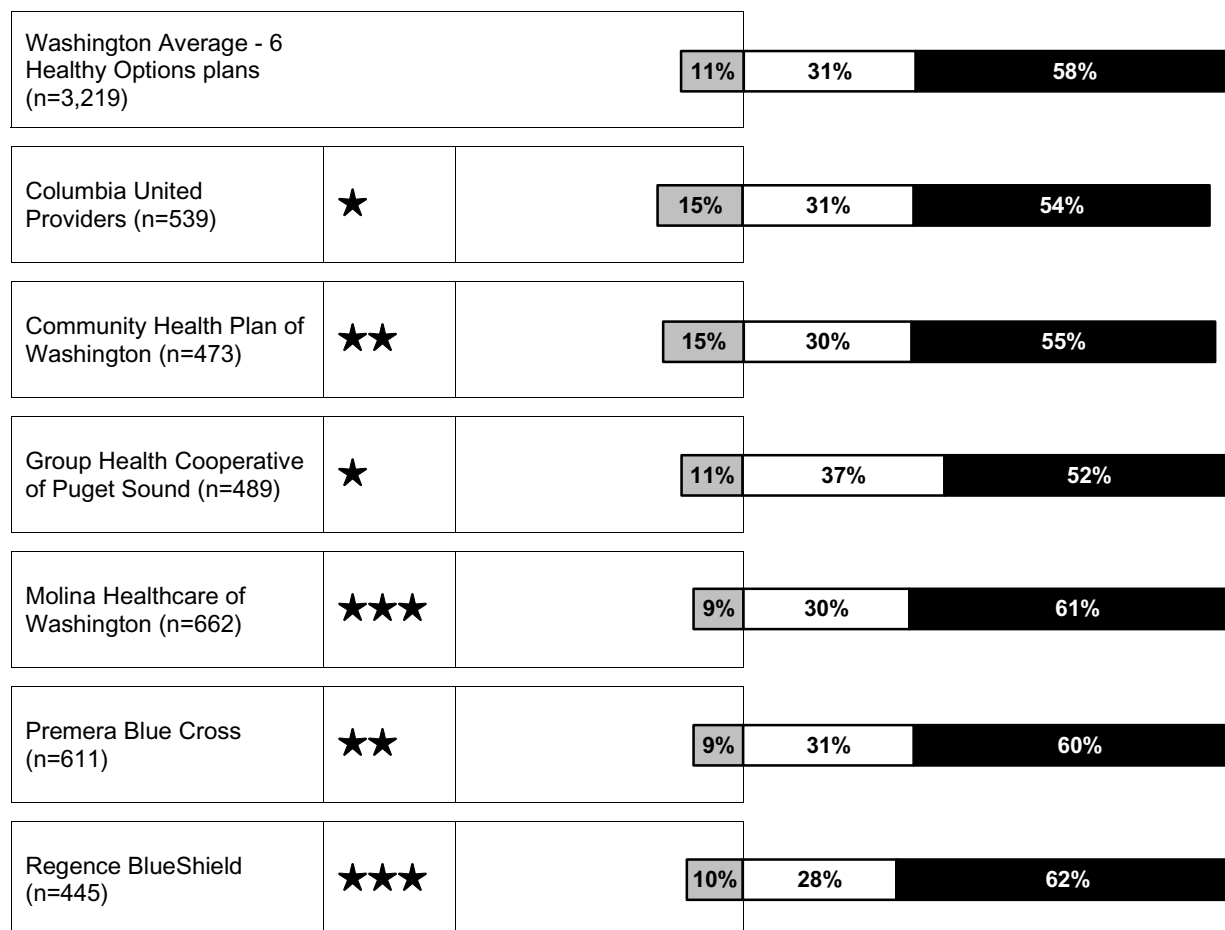
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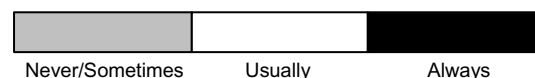
### Question 41

## How Well Doctors Communicate

Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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